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CITY OF BOSTON
DEPARTMENT OF CIVIL DEFENSE
SOCIAL SERVICES DIVISION
[REDACTED]
INFORMATION ^{AND} COUNSELING
PLAN OF OPERATION

*Check with Public Health and
BPL*

*Com to - 1822
New England
Angela Thom*

JOHN B. HYNES
MAYOR

JOSEPH L. MALONE
DIRECTOR

City of Boston Civil Defense

Social Services Division

INFORMATION AND COUNSELING SECTION

PLAN OF OPERATION

December, 1951

PRE-DISASTER HEADQUARTERS Headquarters for the Civil Defense Information and Counseling Section is Room 104, Masen Memorial Building, 14 Somerset Street, Boston, Richmond 2-2000.

PRE-DISASTER FUNCTION Information and Counseling Centers will be set up at such time in a predisaster period and at such places as may seem desirable. These will serve as points to which people may come with questions, problems, and needs arising out of such a period of anxiety. According to the nature of the problem presented, these Centers will refer people to the regular social services, to other sources of aid and information, or will themselves supply the information.

DISASTER FUNCTION In a disaster period this Section will operate in the Civil Defense District Headquarters through Chiefs and Deputies and in the Emergency Welfare Centers (see Appendix 1)* through teams whose members will be qualified to offer casework service and provide information and referral to such resources as are in operation. They will co-operate with all other welfare operations in the center.

STAFF The Disaster Staff shall consist of District Chiefs and Deputies for each Civil Defense District Headquarters of the Social Services Division and of Information and Counseling teams assigned to each Emergency Welfare Center. Each team shall consist of several persons, including a captain and an assistant, both of whom, if possible, will be experienced caseworkers.

SCHEDULE Immediately following a disaster, all personnel will report, according to instructions, and continue to operate as long as needed. As soon as possible Information and Counseling teams will operate on regular shifts.

When operations in the Centers can be curtailed, caseworkers will be released to return to their agency offices, to carry on the regular casework services to individuals.

District Chiefs or Deputies in charge will remain at Civil Defense District Headquarters until notice is given that emergency is over, unless relieved by another Chief or Deputy.

PRE-DISASTER DUTIES OF CHIEFS AND DEPUTIES

1. Chiefs and Deputies shall have at least one personal contact with Team Captains assigned to them.
2. Each team will be assigned to an Emergency Welfare Center, with alternate Centers specified in case the assigned Center is out of operation or inaccessible. The Chief, through the Team Captain, will instruct team members as to assignments and reporting.

*The Appendix constitutes an essential part of these instructions.

3. Chiefs will be responsible for getting Civil Defense information and material into the hands of Team Captains, with instruction for dissemination to all team members.
4. Chiefs shall familiarize themselves with the locations of all Civil Defense District Headquarters of the Social Services Division and with names of Chiefs and Deputies of Information and Counseling teams in each district (Appendix 2); with the location of Emergency Welfare Centers in their districts (Appendix 3); and with all Chiefs of Sections of the Social Services Division in his district, i. e. Chief of Housing, Feeding, etc. (Appendix 4)
5. The Chief shall be familiar with arrangements in Emergency Welfare Centers and with space assigned for Information and Counseling teams.

DISASTER DUTIES OF CHIEFS AND DEPUTIES

1. At a prearranged signal, Chiefs and Deputies will report to assigned Civil Defense District Headquarters
2. When a Chief is unable to reach his assigned Civil Defense Headquarters, the Deputy or first alternate Chief to arrive will assume responsibility.
3. Chiefs and/or Deputies will establish contact immediately with Team Captains in each Emergency Welfare Center in the District.
4. Chiefs will be responsible for assignment of personnel unable to report to their preassigned shelters and also for the transfer of their team members if necessary.

DISASTER INSTRUCTIONS FOR TEAM CAPTAINS AND MEMBERS

At a prearranged signal, Information and Counseling team members shall report at once to the Emergency Welfare Center to which they have been assigned. (Appendix 5)

DISASTER DUTIES OF PERSONNEL IN EMERGENCY WELFARE CENTERS

1. Captains and team members may assist with initial registration of persons arriving at Center.
2. Team members will offer counsel and information, referring people to the Emergency Welfare services, the regular social services, and other appropriate sources of information and help.
3. Team members will co-operate with all operations at the Emergency Welfare Centers in handling problems such as food, clothing, financial assistance, and health.
4. Team members will assist shelter occupants with problems of adjustment within the shelter.
5. Team members will also assist shelter occupants with planning, e. g. as in ascertaining through the appropriate social agency whether relatives at a distance can offer a home; securing information concerning the condition of the evacuee's home; the availability of continued work through a disaster-affected employer; the location of household equipment removed during the disaster; and in other problems related to post-shelter planning.
6. Team members will keep case records and file cards as directed.

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Information and Counseling Section

Plan of Operation

December, 1951

APPENDIX II

CHIEFS AND DEPUTIES

Day Assignments

Headquarters

District 1.
District 2.
District 3.
District 4.
District 6.
District 7.
District 9.
District 10.
District 11.
District 13.
District 14.
District 15.
District 16.
District 17.
District 18.
District 19.

Chiefs and Deputies

Edward Landry, Hope Carlson, Esther Walther
Esther Spencer, Marguerite S. Meyer, Sibley Higgenbotham
Cecelia Lowis, Elizabeth Holmes, Sarah Usher
Helen Spaulding, Donald J. Haughton, Margaret M. Dempsey
Charles Gaughan, Mae Mooney, Katherine E. Williams
Katherine Freeman, Katherine E. Bixby, Duilia Capobianco
Margaret Gordon, Isabel Baughn, Gladys R. White
Ethel Fletcher, Madeline L. Creadon
Robert Austin
Beatrice Simcox, Marjorie Obenauer
Edward Power, Marion Hincks, Helen L. O'Leary
George Fanning, Mary Cosgrove, Marian Kimball
Mary Ingalls, Elinor Evison, Marjorie Dean
Harold Kramer, Marion R. Herzig, Frances McElroy
Esther Longfellow, Laurelle W. Cole
Mildred Kaufman

Night Assignments

Headquarters

District 1.
District 2.
District 3.
District 4.
District 6.
District 7.
District 9.
District 10.
District 11.
District 13.
District 14.
District 15.
District 16.
District 17.
District 18.
District 19.

Chiefs and Deputies

Beatrice Simcox
Esther Spencer, Marguerite Meyer
Cecelia Lowis, Sarah Usher, Margaret Chapman
Helen Spaulding, Donald J. Haughton, Margaret M. Dempsey
Charles Gaughan, William Cotter, Mary Mooney
Marjorie Warren, Margaret Sullivan, Duilia Capobianco
Margaret Gordon, Isabel Baughn, Gladys R. White
Ethel Fletcher, Elizabeth Holmes
Kathleen Scott, Eleanor Lehman
Joseph O'Donnell, Esther Longfellow, Catherine M. MacDonald
Edward Power, Marion Hincks
Ruth Sears, George Fanning, Mary Ellis
Mary Ingalls, Mary Mason, Dorothy P. Shaw
Madeline Hoagland, Francis McElroy, Muriel C. Figenbaum
Anna Connors, Lawrence Gaughan
Ida Elkin, Robert Austin

BOSTON CIVIL DEFENSE DEPARTMENT
SOCIAL SERVICES DIVISION

October 23, 1951

INSTRUCTIONS FOR REPORTING TO DUTY IN TIME OF DISASTER

It is presumed in time of disaster that vehicular movement toward the disaster will be prohibited except by official control.

Every sub-sector headquarters or district headquarters of Boston Civil Defense will have Social Services Division representatives who will be responsible for assignment of various section personnel.

PEOPLE COMING FROM OUTSIDE BOSTON

1. If you are close enough to Boston to get to your assigned post on foot, do so.

2. If you are moving by vehicle and vehicle has a sticker, start toward assigned post in Boston. If you are stopped before getting to Boston report to the local town assembly point in the area in which you are stopped to be sent into Boston by convoy. You might have to abandon your car at this point.

3. If you have no car or one without a sticker and you cannot reach your post by foot, report to the local assembly point to be sent into Boston by convoy.

4. If you are near the Brighton, Charlestown or East Boston district and your assigned post is in one of these districts, try to get directly to your assignment. If you cannot reach your assignment go to the nearest district headquarters. If you cannot reach the district headquarters go to the sub-sector headquarters for this district.

5. If you are near to the Brighton, Charlestown or East Boston district and your assignment is not within one of these districts report to one of these district sub-sector headquarters for transportation.

6. If you are close to Boston in an area other than that near to Brighton, Charlestown or East Boston, and you are able to go on foot or otherwise to your assigned post, do so. Otherwise, go to any district headquarters in Boston. Do this in preference to reporting to a sub-sector headquarters.

7. If you are in the area north of Boston and not near the city and if you can reach the sub-sector headquarters at Tufts College, go to that location in preference to a town assembly point.

8. If it is easier for you to get to sub-sector headquarters at Garvey Playground in Dorchester than to any other place, report there for assignment and transportation.

Social Services Division
Instructions for Reporting to Duty

(2)

COMING FROM WITHIN BOSTON

1. If you are permitted to move on foot or by vehicle and can get to your assigned post, do so.

2. If you are not permitted to move to your assigned post, then report to the nearest district headquarters for transportation to your own post or to an alternate one. At the district headquarters your assignment by the Social Services Division will depend upon the nature and scope of the disaster.

3. If you believe that your assigned post is not to be in operation because it is in the disaster area report directly to the nearest district headquarters.

